

DUTY STATEMENT

DS 3022 (03/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
ENTERPRISE APPLICATIONS BRANCH
REGIONAL CENTER SUPPORT SECTION**

DUTY STATEMENT

JOB TITLE: Information Technology Associate**POSITION #:** 472-515-1401-002**WORKING TITLE:** Data Integrity and Application Support**EMPLOYEE:** Vacant

POSITION DESCRIPTION: Under the general administrative direction of the Information Technology Supervisor II, the Information Technology Associate will perform a variety of duties and tasked with the data quality improvement process for the Department's regional center data. Duties include analysis of data files and exception reports generated for the 21 non-profit regional centers to review and analysis. The incumbent is to monitor, assist regional centers and program staff to evaluate erroneous data on the reports to ensure they are corrected timely to improve data integrity. Incumbent will perform impact analysis on proposed system changes, reconcile fiscal information for reporting, system testing and provide help desk services and support to the 21 non-profit regional centers for the department fiscal and accounting systems. The incumbent must have a strong customer service focus with excellent analytical skills. The incumbent should also possess financial and business accounting skills, as well as advanced Excel skills to troubleshoot application or data issues. Must also work as part of the application support team to identify application deficiencies, provide solutions, develop test case and changes to the applications.

SUPERVISION EXERCISED: None.**SUPERVISION RECEIVED:** Information Technology Supervisor II

DOMAINS: Business Technology Management:	basic skills
Client Services:	moderate skills
Software Engineering:	basic skills
Information Security Engineering:	basic skills
IT Project Management:	basic skills

EXAMPLES OF DUTIES:Essential Job Functions:

- 40% **Data Integrity:** Provide technical assistance to regional centers including data integrity activities and follow-up on data corrections. Perform data analysis to identify erroneous data within the Department's systems. Assist with monthly reporting processes, data validation and file updates. This includes running queries, extracting data, formatting reports, preliminary data analysis and error tracking.
- 35% **Application Support Team:** Second-level application support by gathering necessary information from regional centers to resolve less complex application issues. Troubleshoot and resolve basic application issues. Direct users to existing instructions posted to the Microsoft SharePoint site, or other resources as needed. Assist with posting of instructions to the SharePoint site.

- 20% **Application Testing:** Follow test plans, set up test data, and test enhancement changes to all applications supported by the Application Support Team. Develop instructions and user guides in written or video format.

Marginal Job Functions:

- 5% Complete other required duties within the scope of this position.

Required:

- Proficient in Microsoft Office products including SharePoint
- Experience applying customer service and customer support principles
- Ability to manage time effectively
- Strong interpersonal skills
- Strong oral and written communication skills

Desirable:

- Reason logically and provide valid conclusions
- Organizational skills and ability to pay attention to detail
- Work collaboratively and independently to identify problems and provide resolution
- Critical thinking and problem-solving skills.

WORKING CONDITIONS:

- Open-spaced partitioned offices
- Prolonged periods on a personal computer up to 90% of the time
- Occasional required to move and transport objects weighing up to 25 pounds
- Overtime work may be required at certain times of the year

PERFORMANCE REQUIREMENTS:

Accounting principles and procedures; principles of business management, including office methods and procedures; system development life cycle and knowledge of testing practices; and, the administration and department's goals and policies.

Apply accounting principles and procedures. Develop and maintain cooperative and harmonious relationships with department, regional centers, the public, and others; work with professional personnel in the field relating to coordinating and developing services for persons with developmental needs; analyze situations accurately and take effective action; reason logically; analyze data and present ideas and information effectively.

CERTIFICATION OR LICENSE: None